

FIG. 1

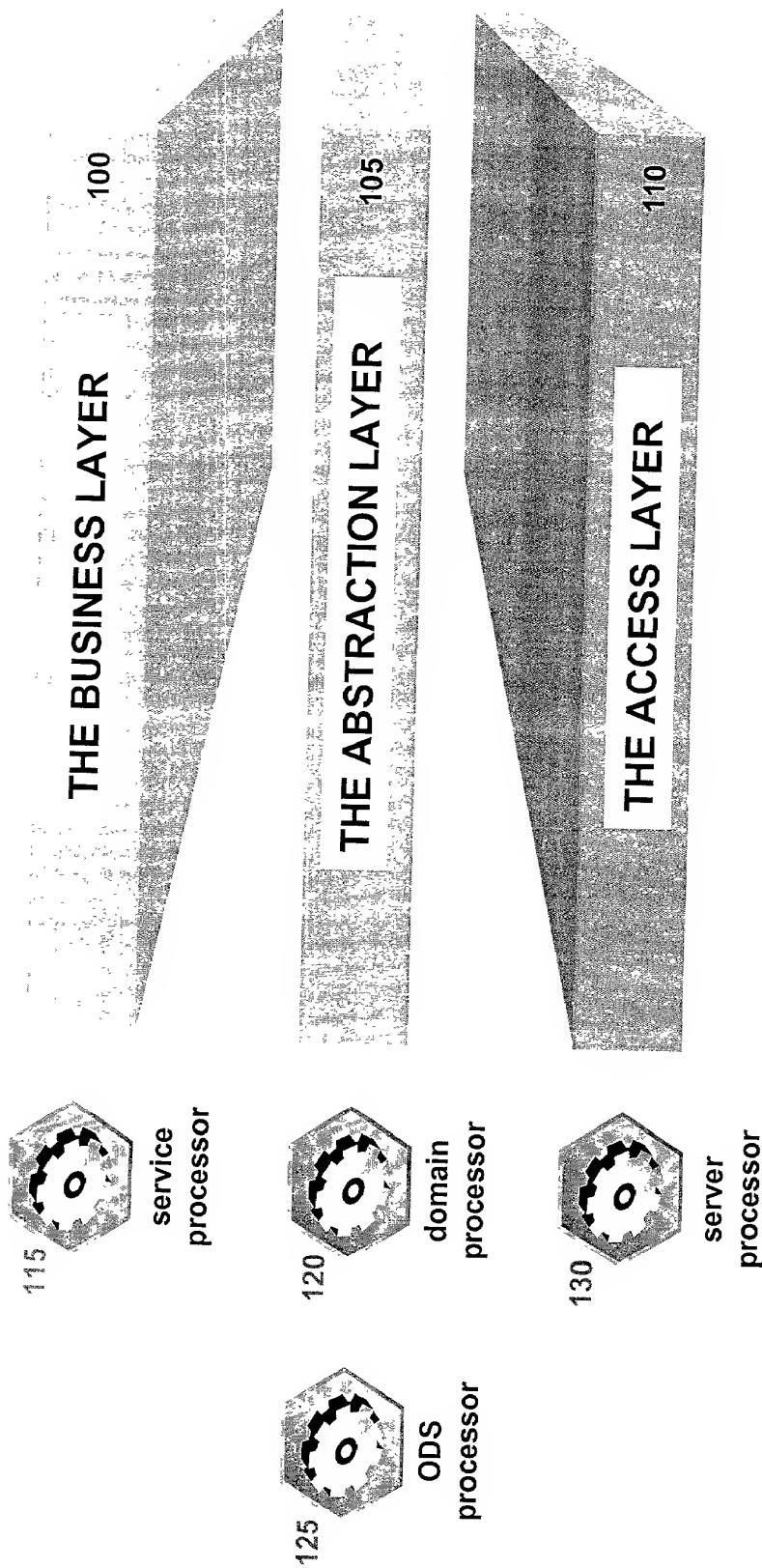


FIG. 2

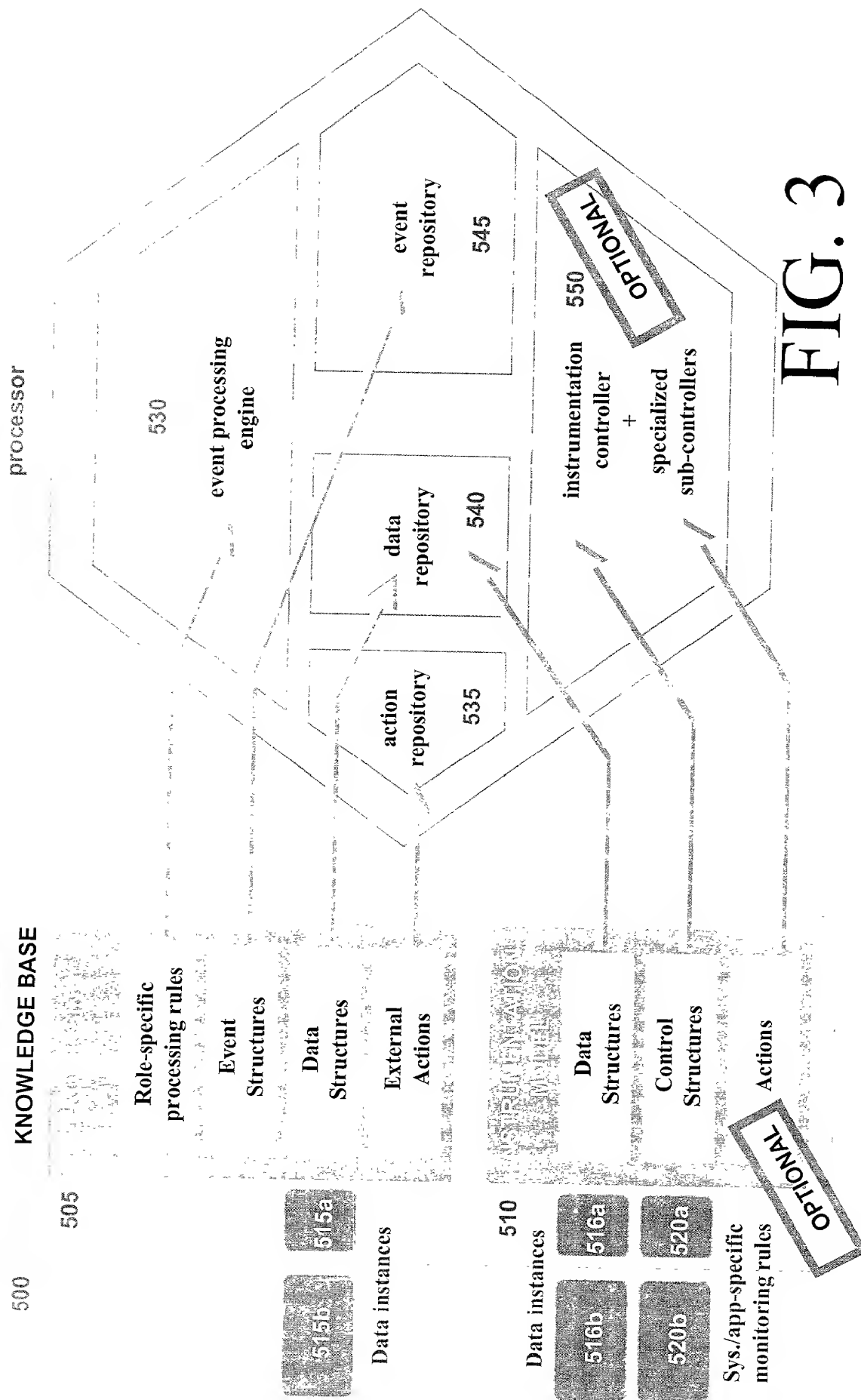


FIG. 3

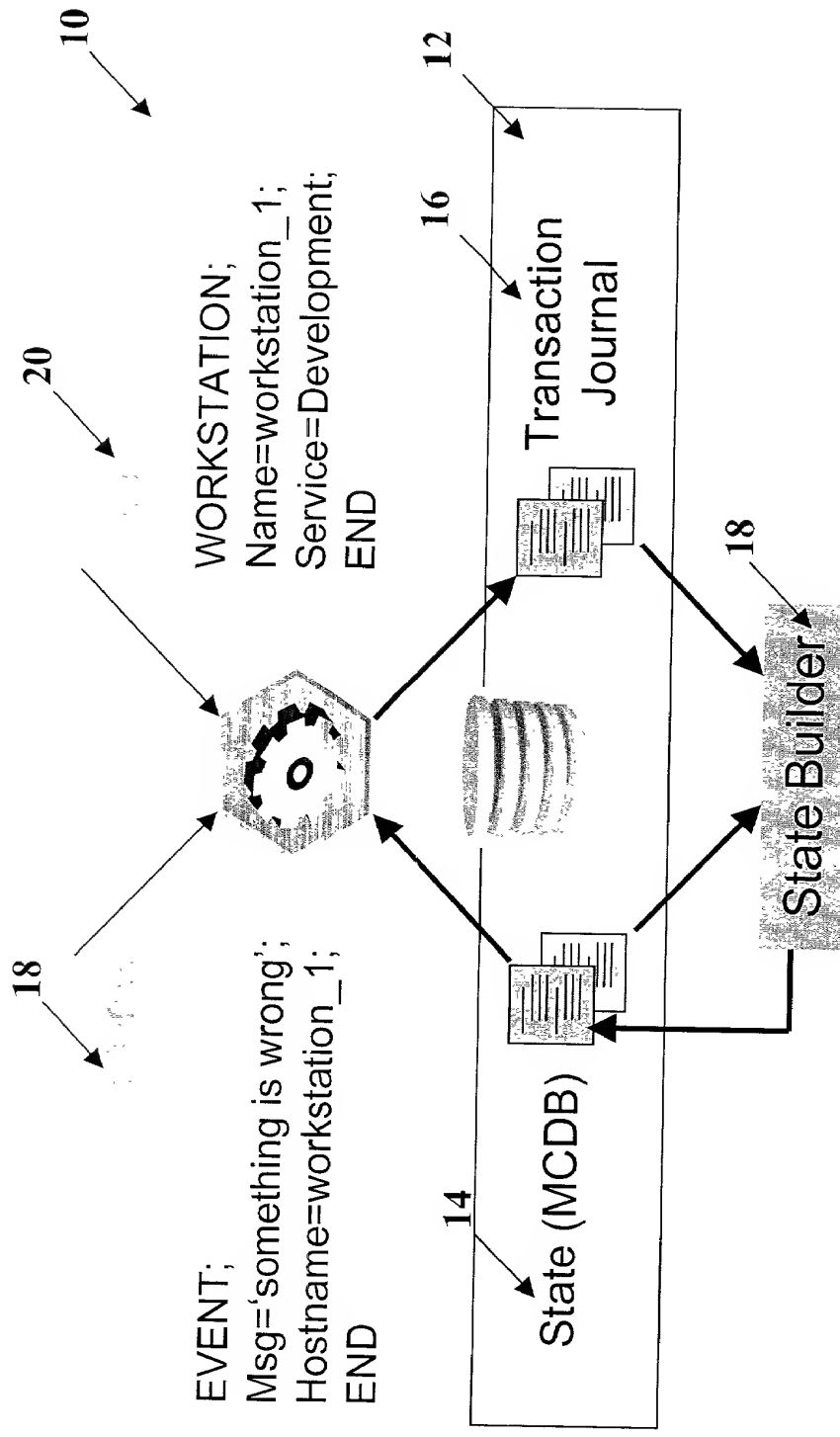


FIG. 4

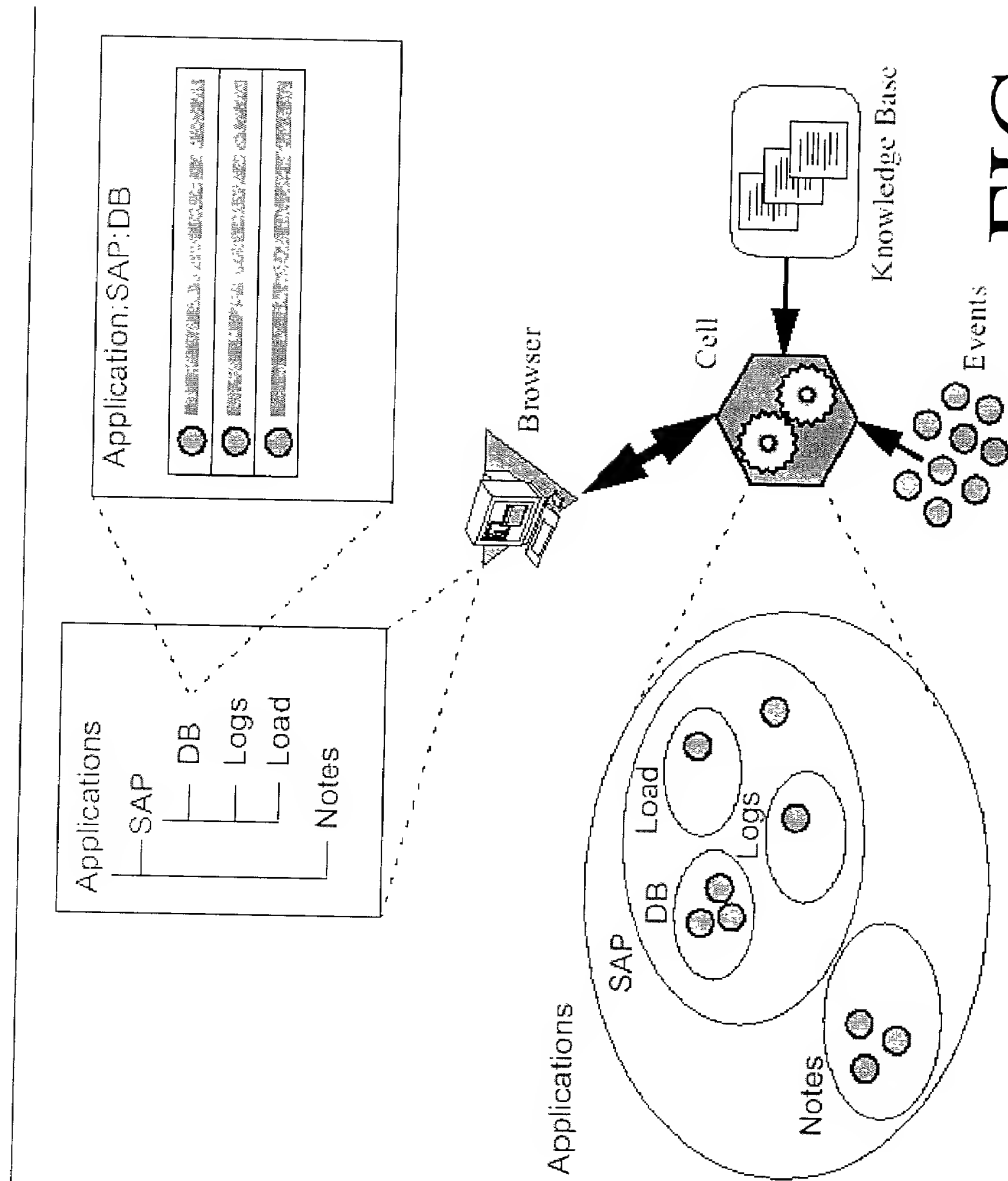


FIG. 5

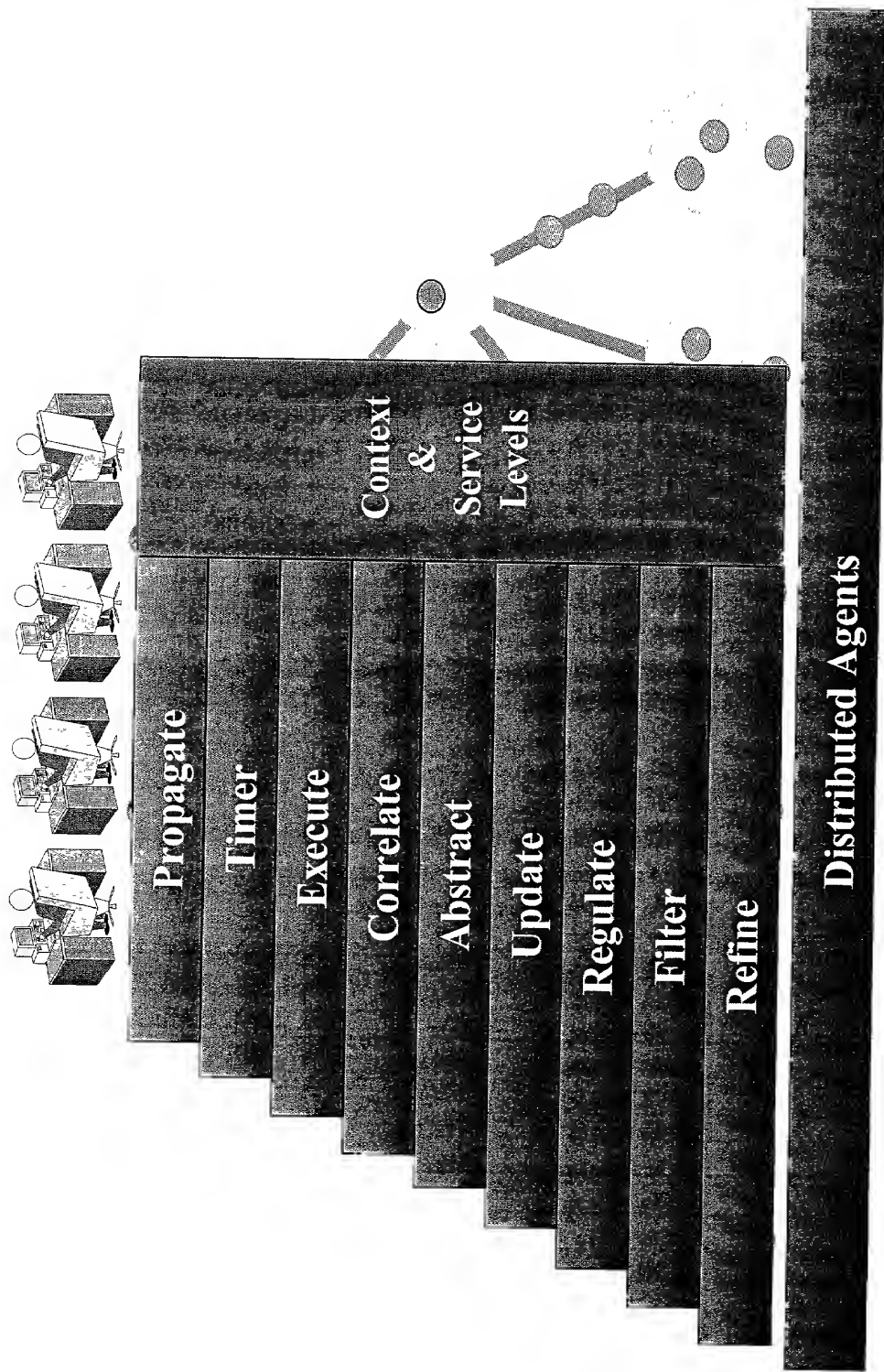


FIG. 6

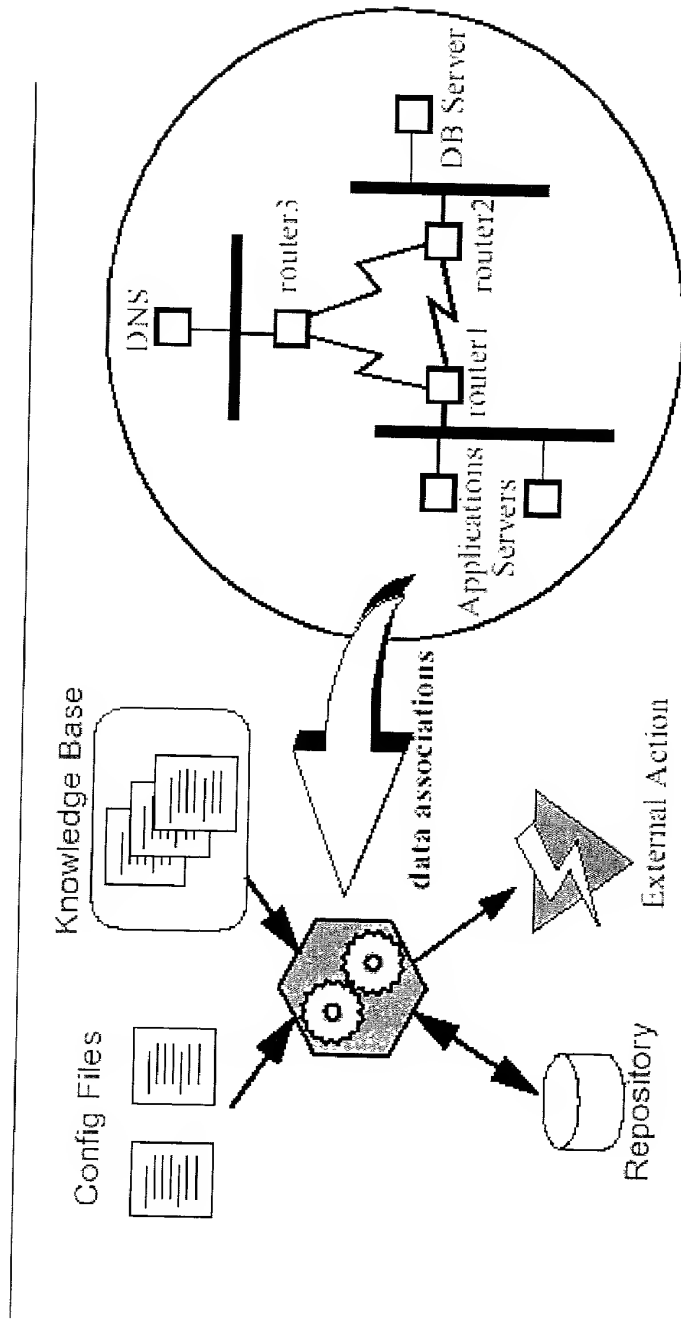


FIG. 7

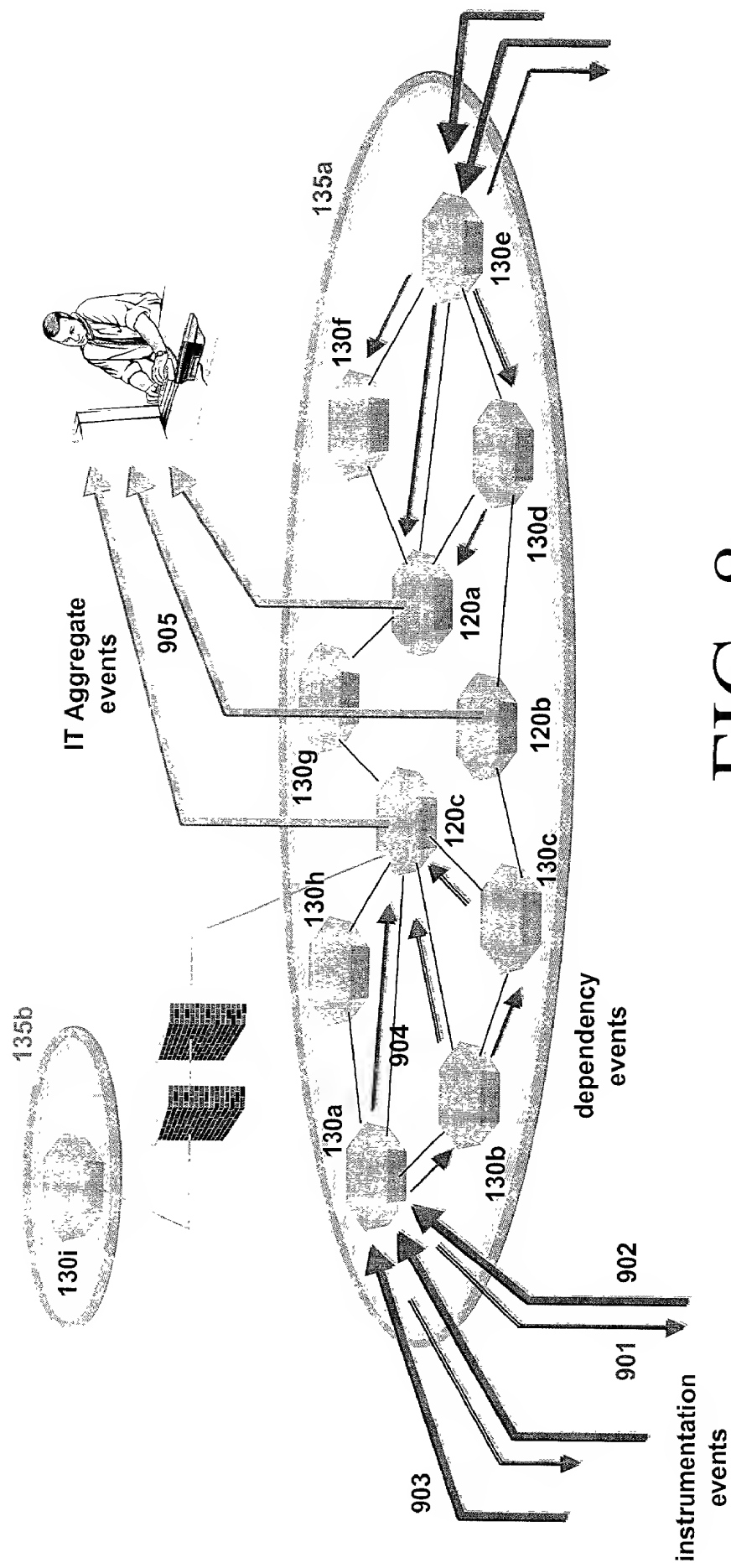


FIG. 8

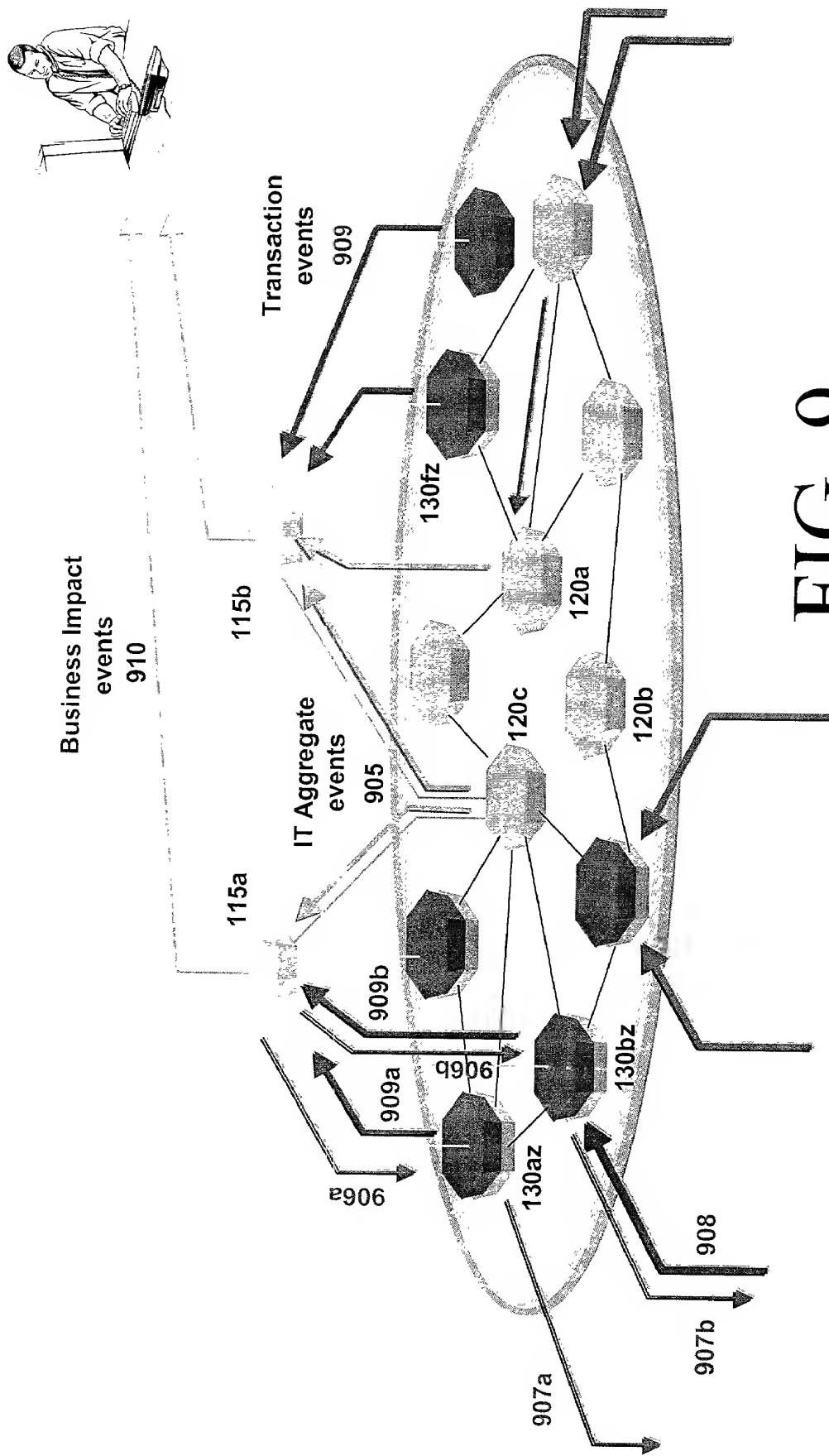
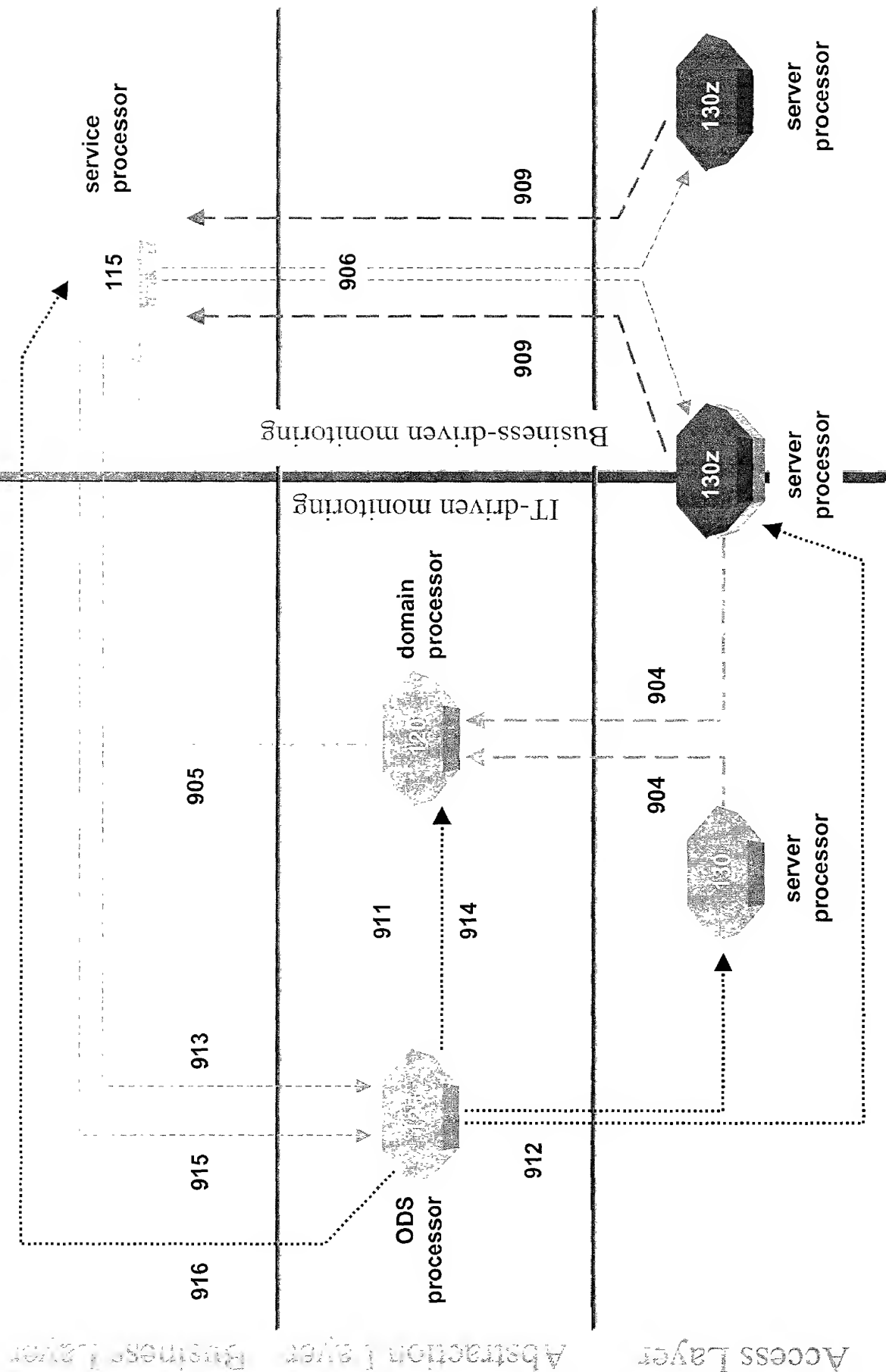


FIG. 10



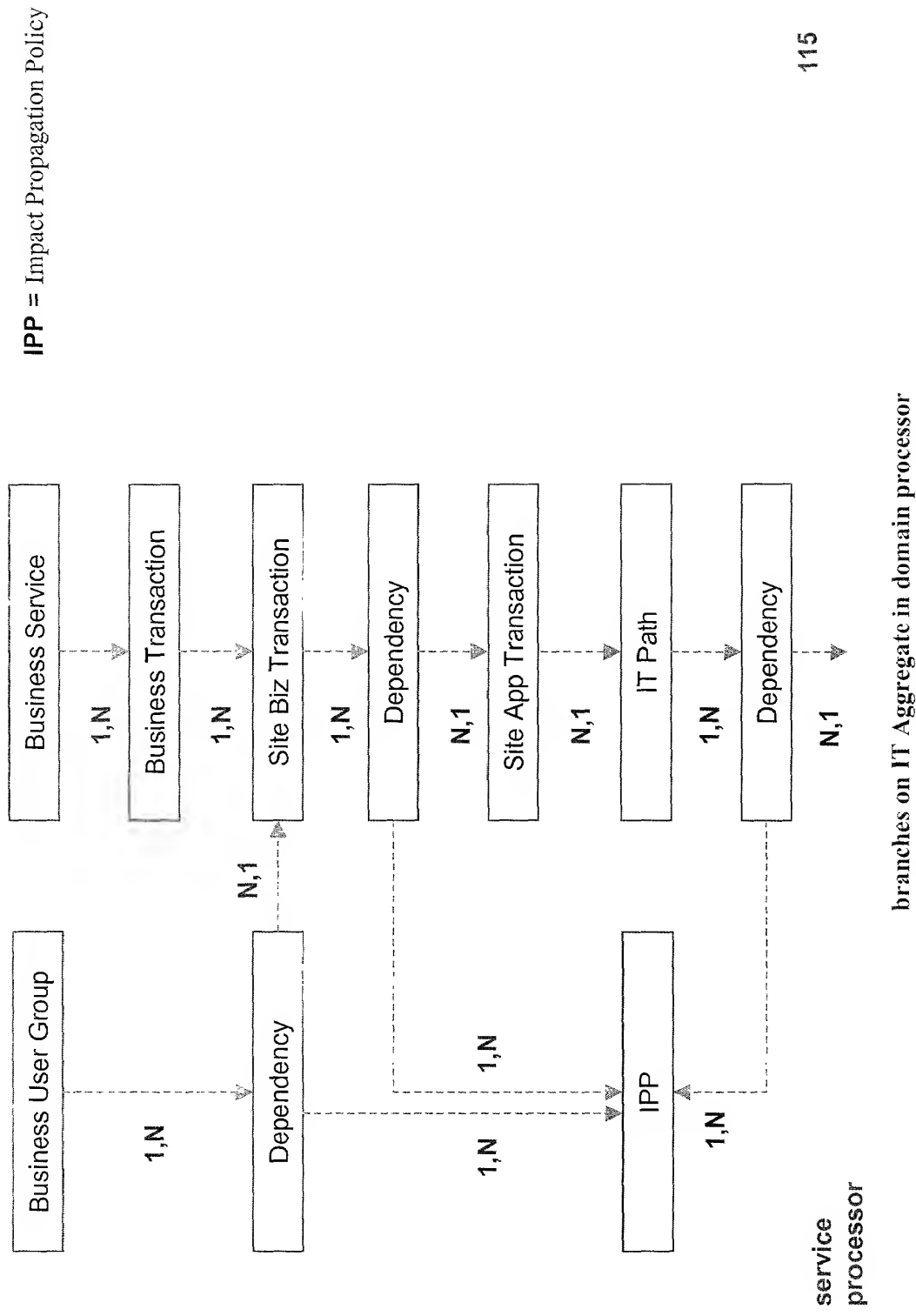


FIG. 12

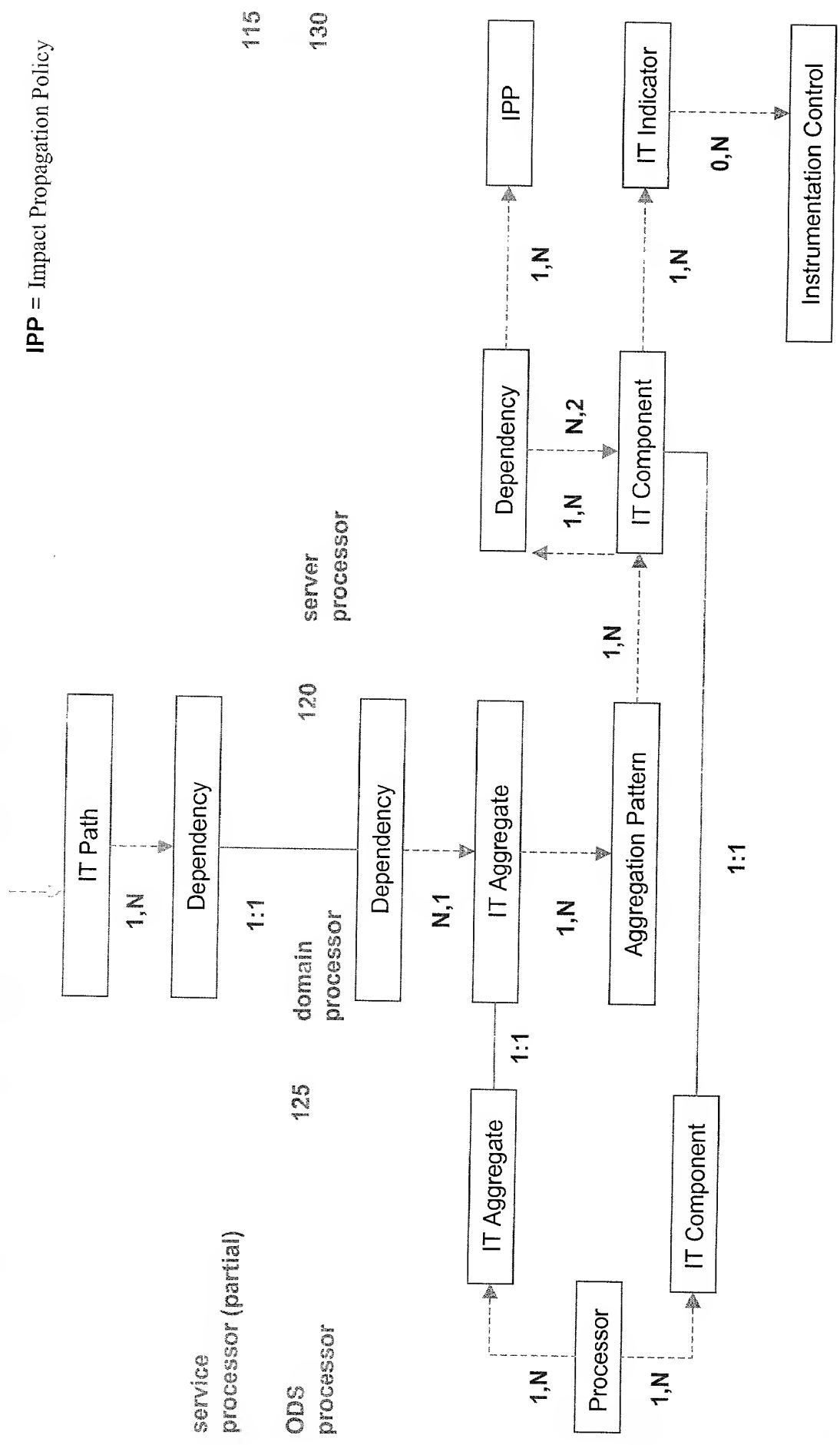
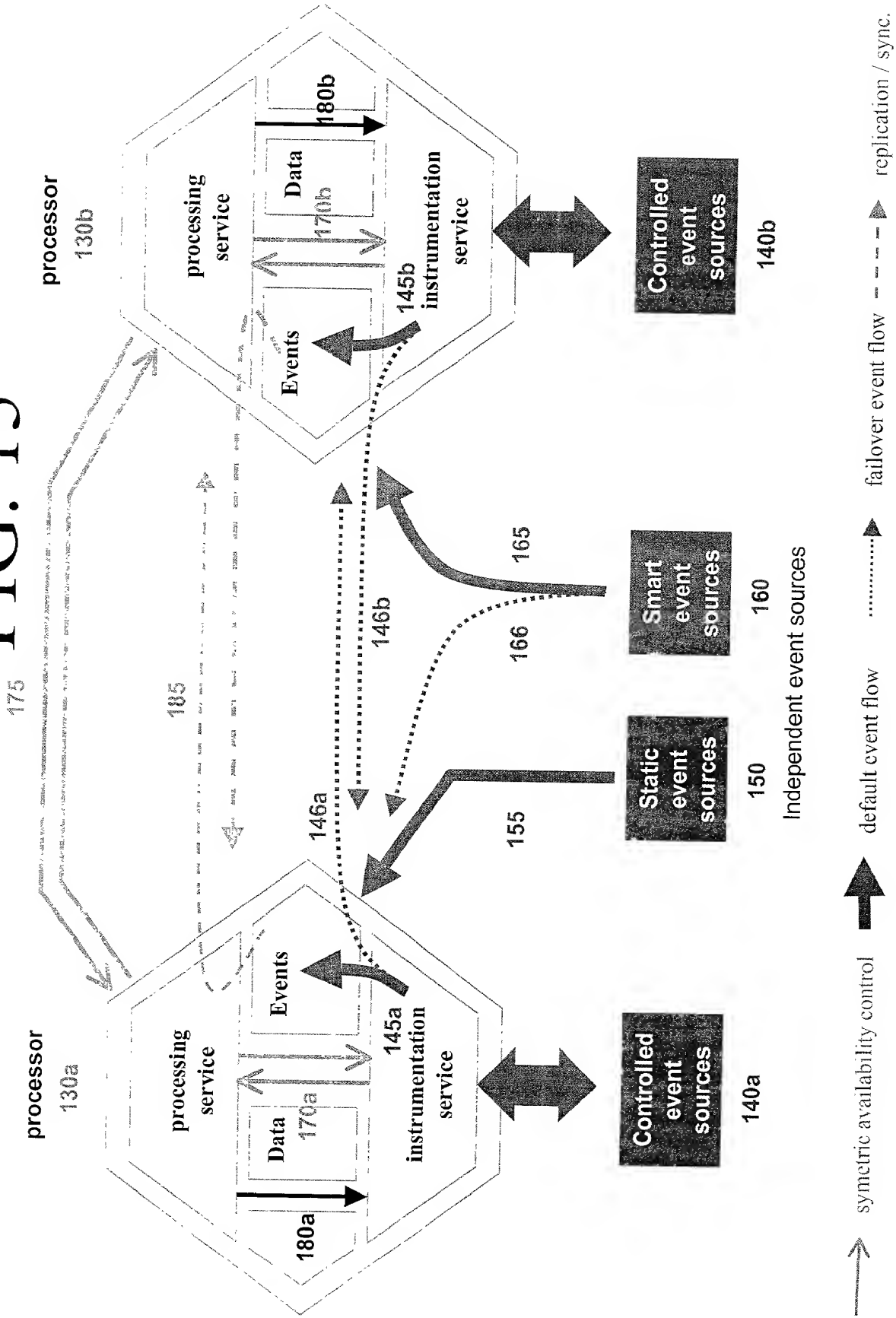


FIG. 13



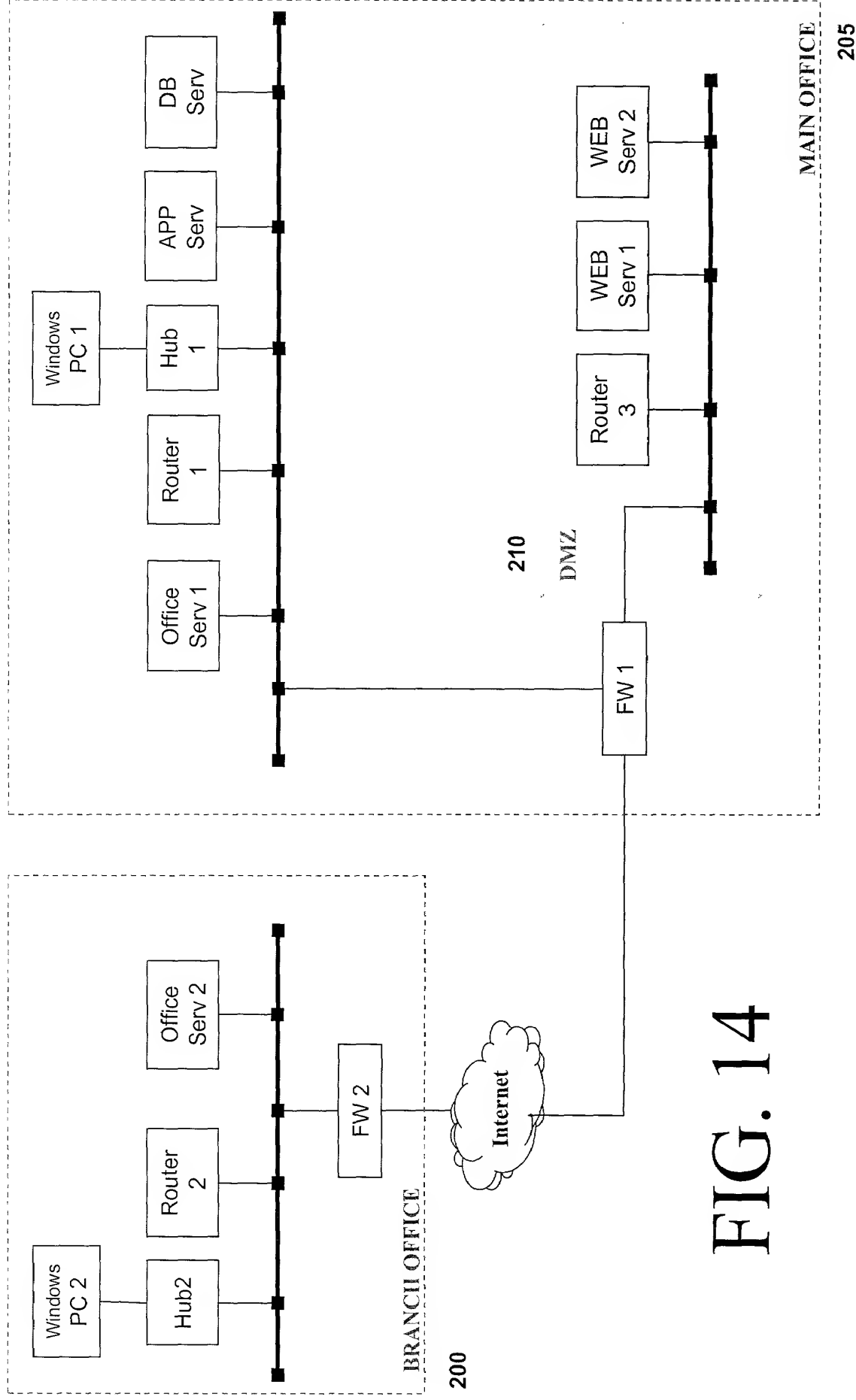


FIG. 14

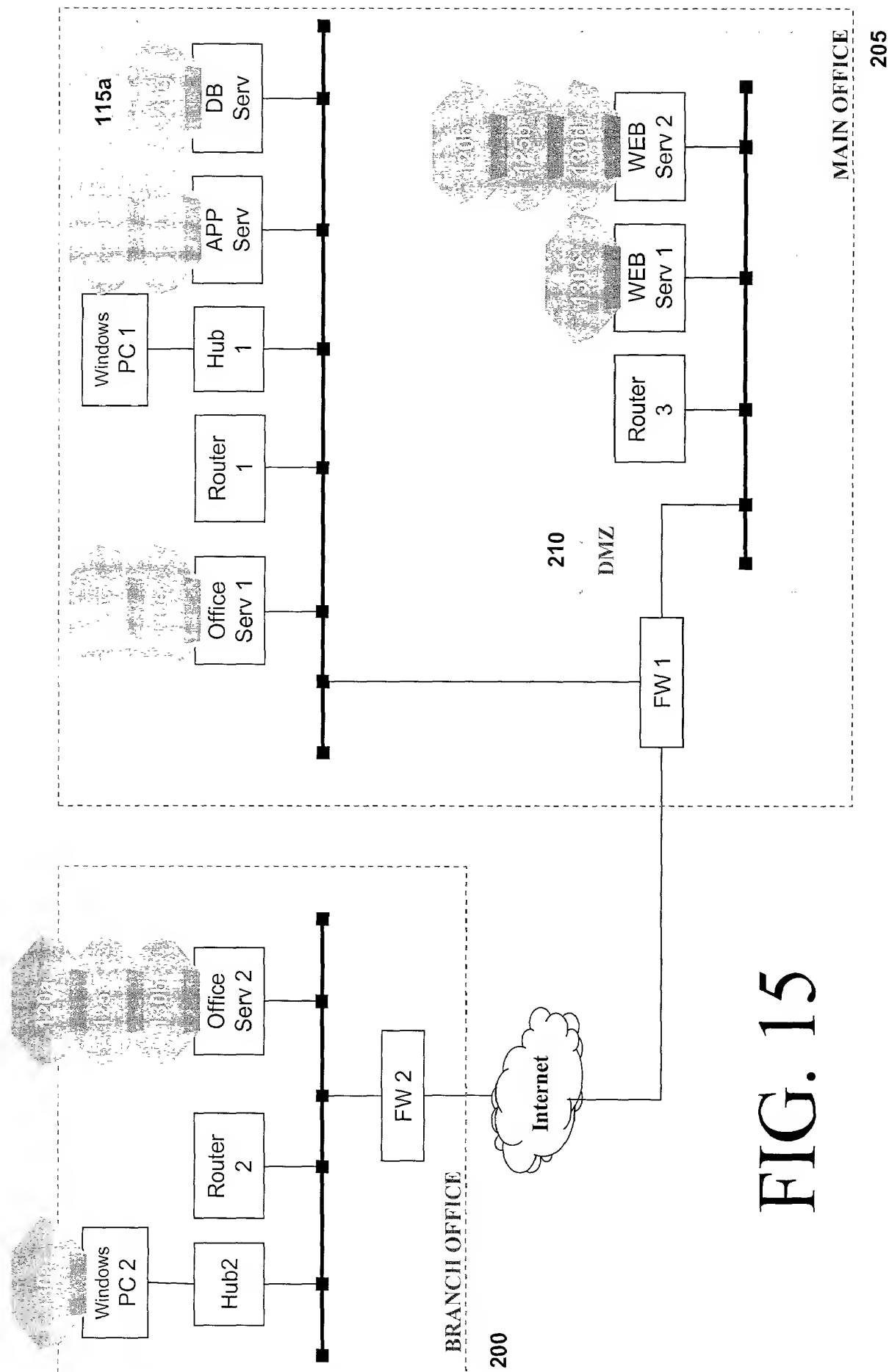


FIG. 15

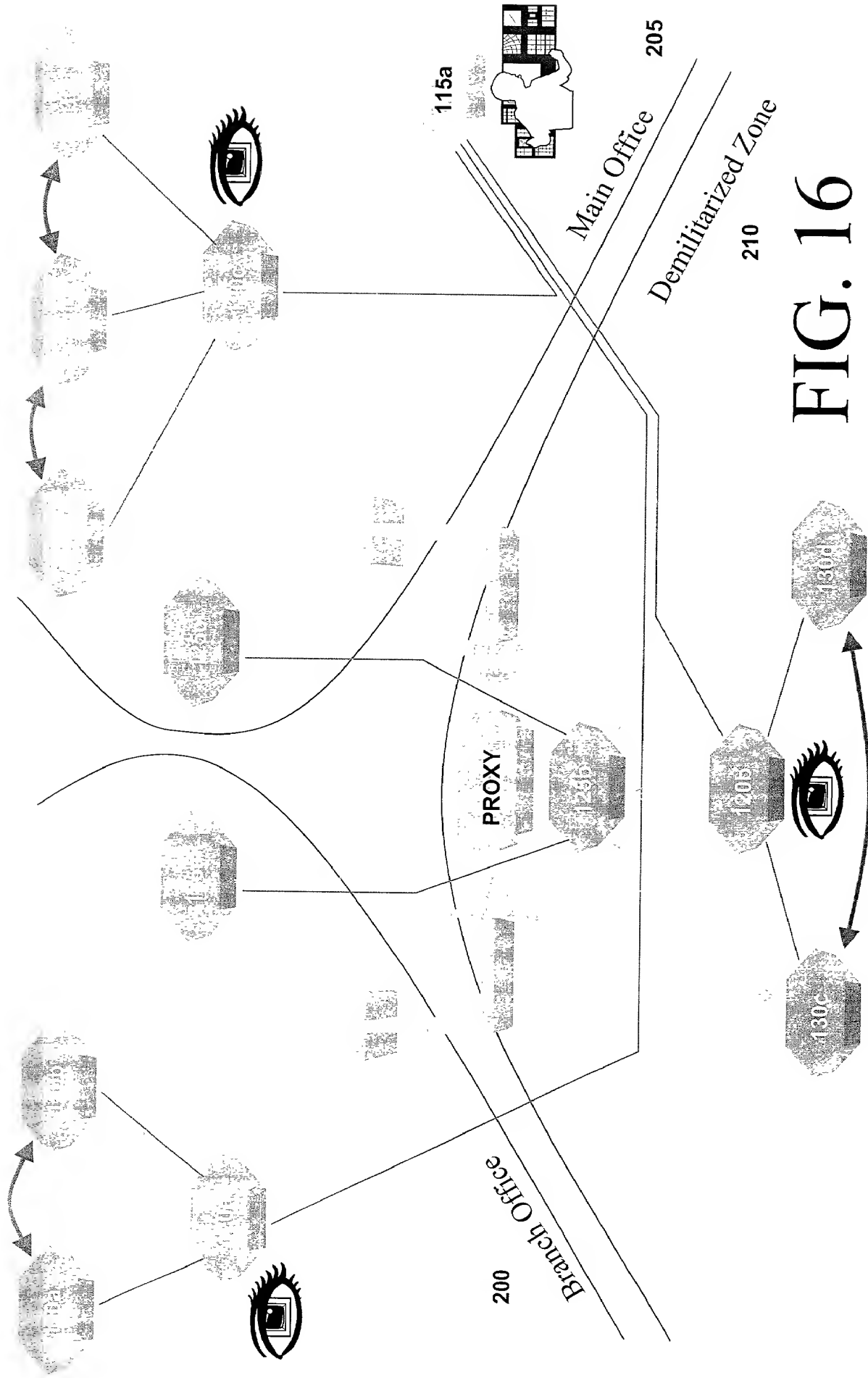
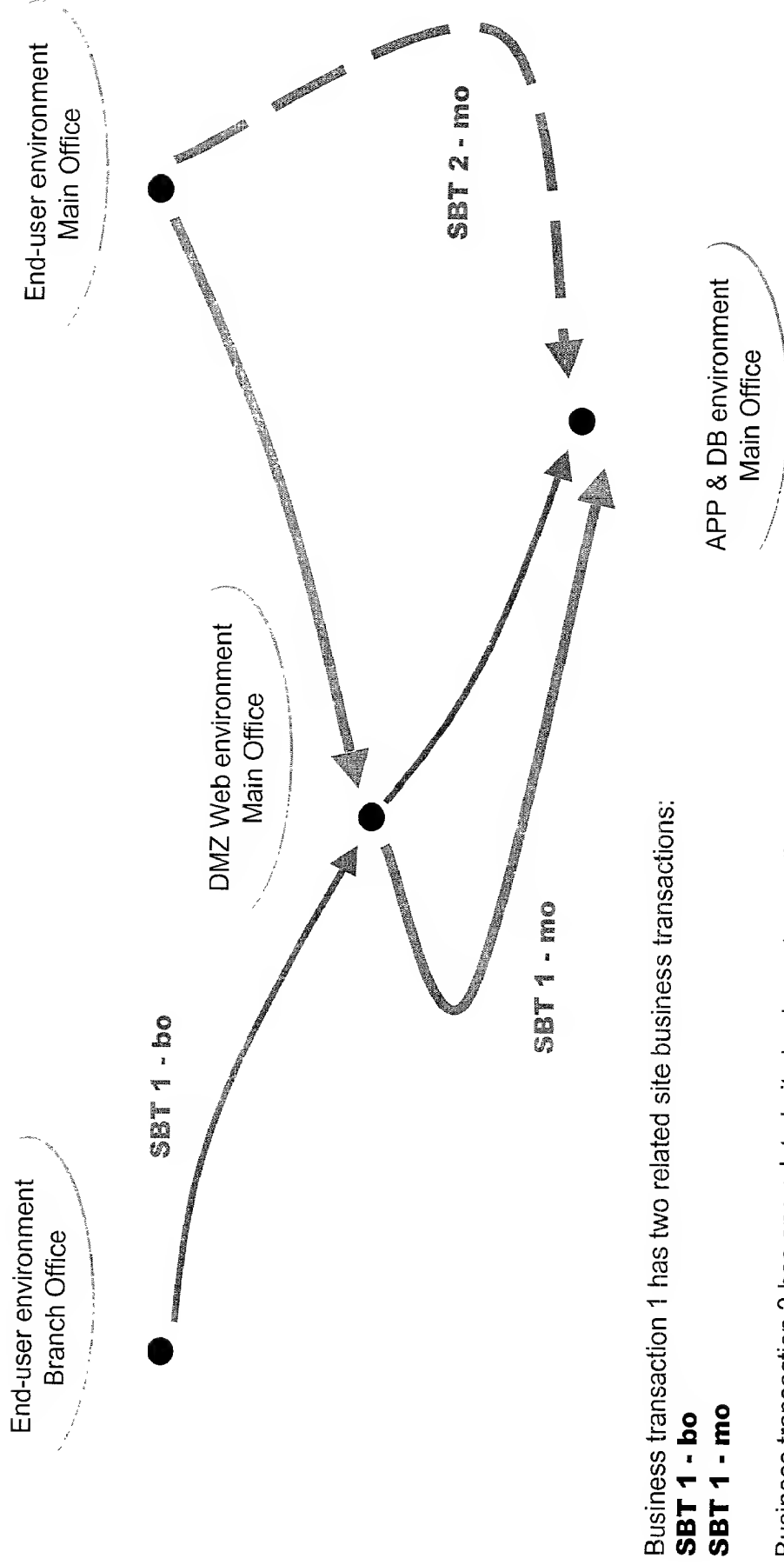


FIG. 16

FIG. 17



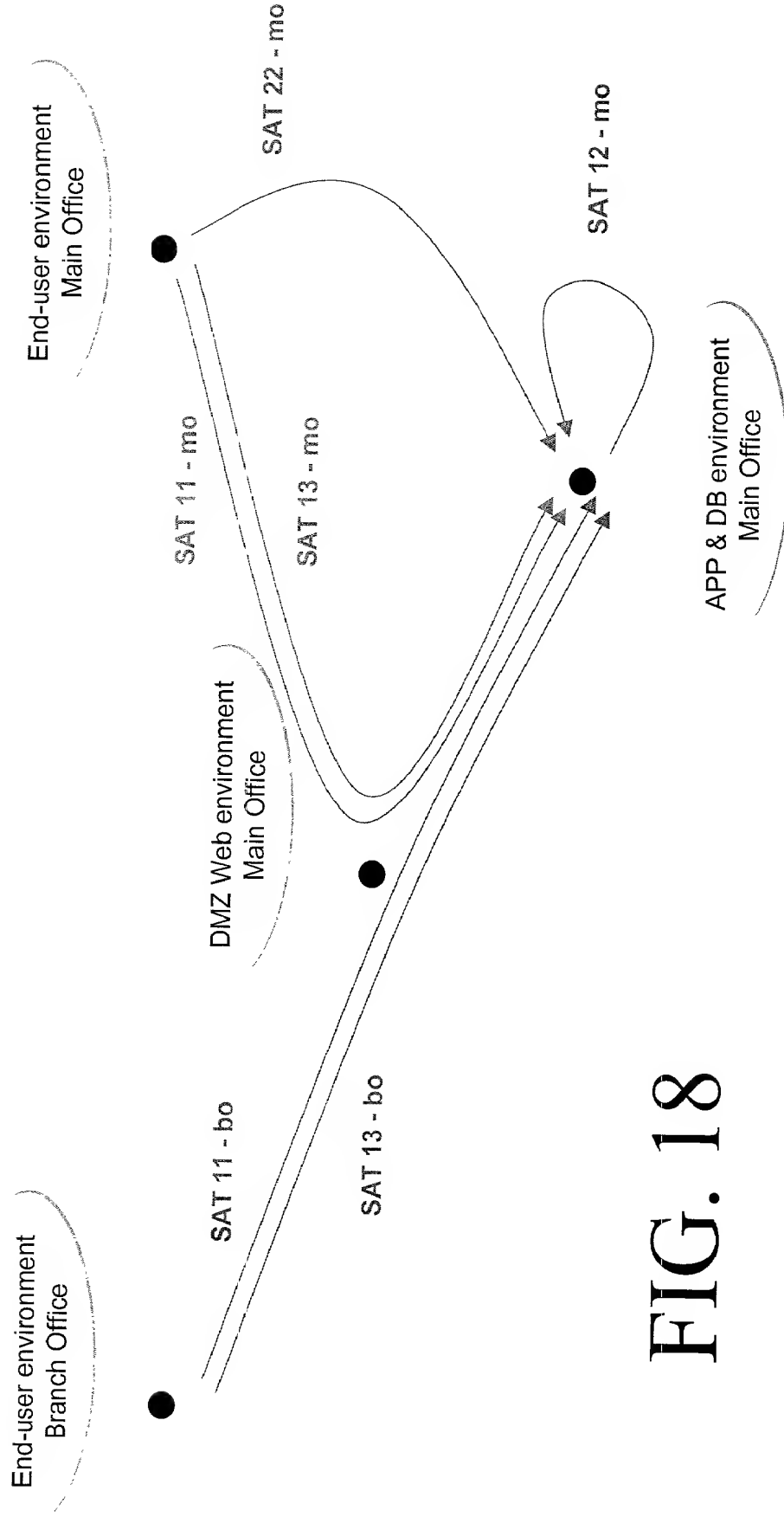


FIG. 18

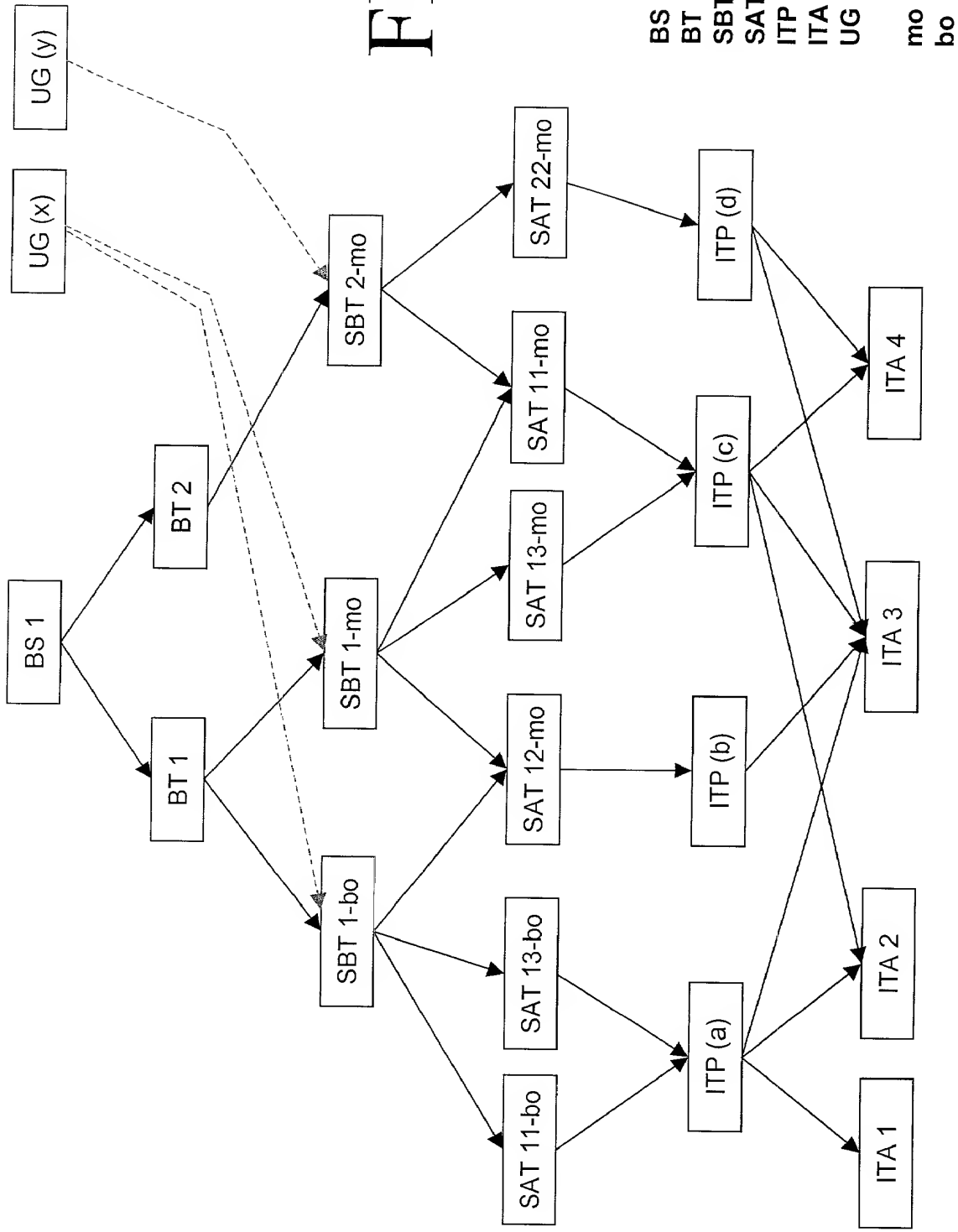
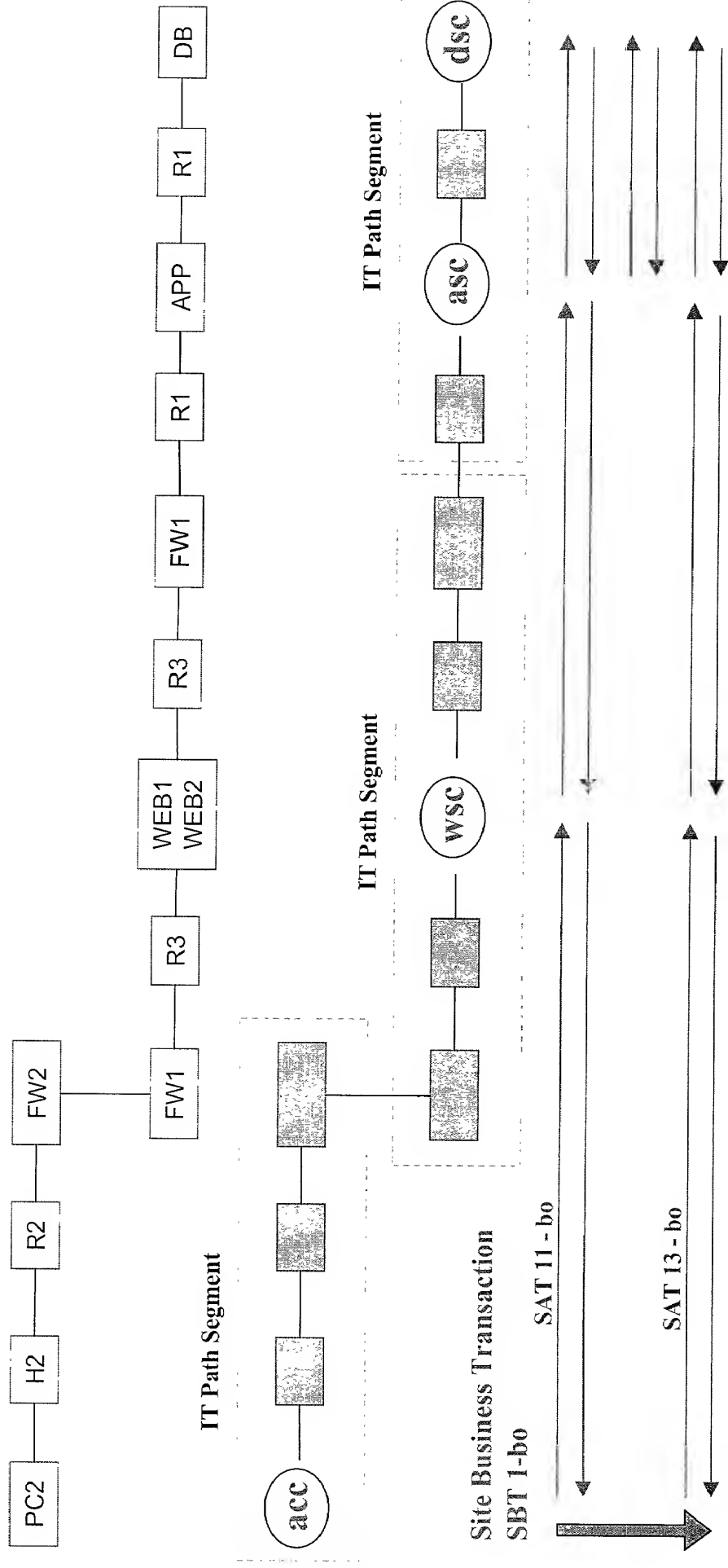


FIG. 19

BS Business Service
 BT Business Transaction
 SBT Site Biz Transaction
 SAT Site App Transaction
 ITP IT Path
 ITA IT Aggregate
 UG Business User Group
 mo main office
 bo branch office

FIG. 20

IT Path ITP (a) supporting site application transactions SAT 11 - bo and SAT 13 - bo



H = Hub, **R** = Router, **FW** = Firewall, **WEB** = Web server, **APP** = Application server, **DB** = Database server
acc = application client component, **wsc** = web service component, **asc** = application service component, **dsc** = database service component

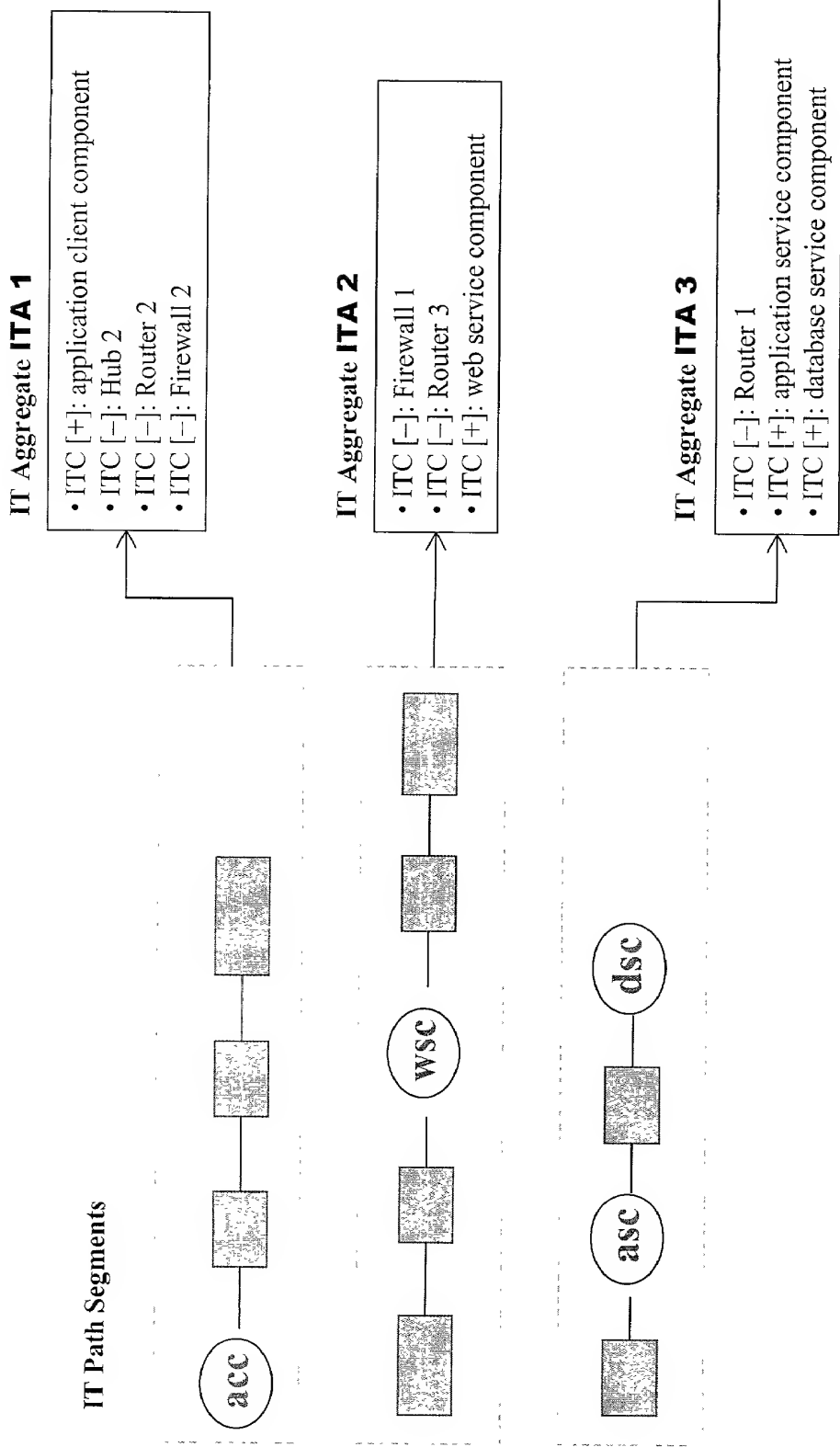


FIG. 21

FIG. 22

IT Aggregate ITA 3

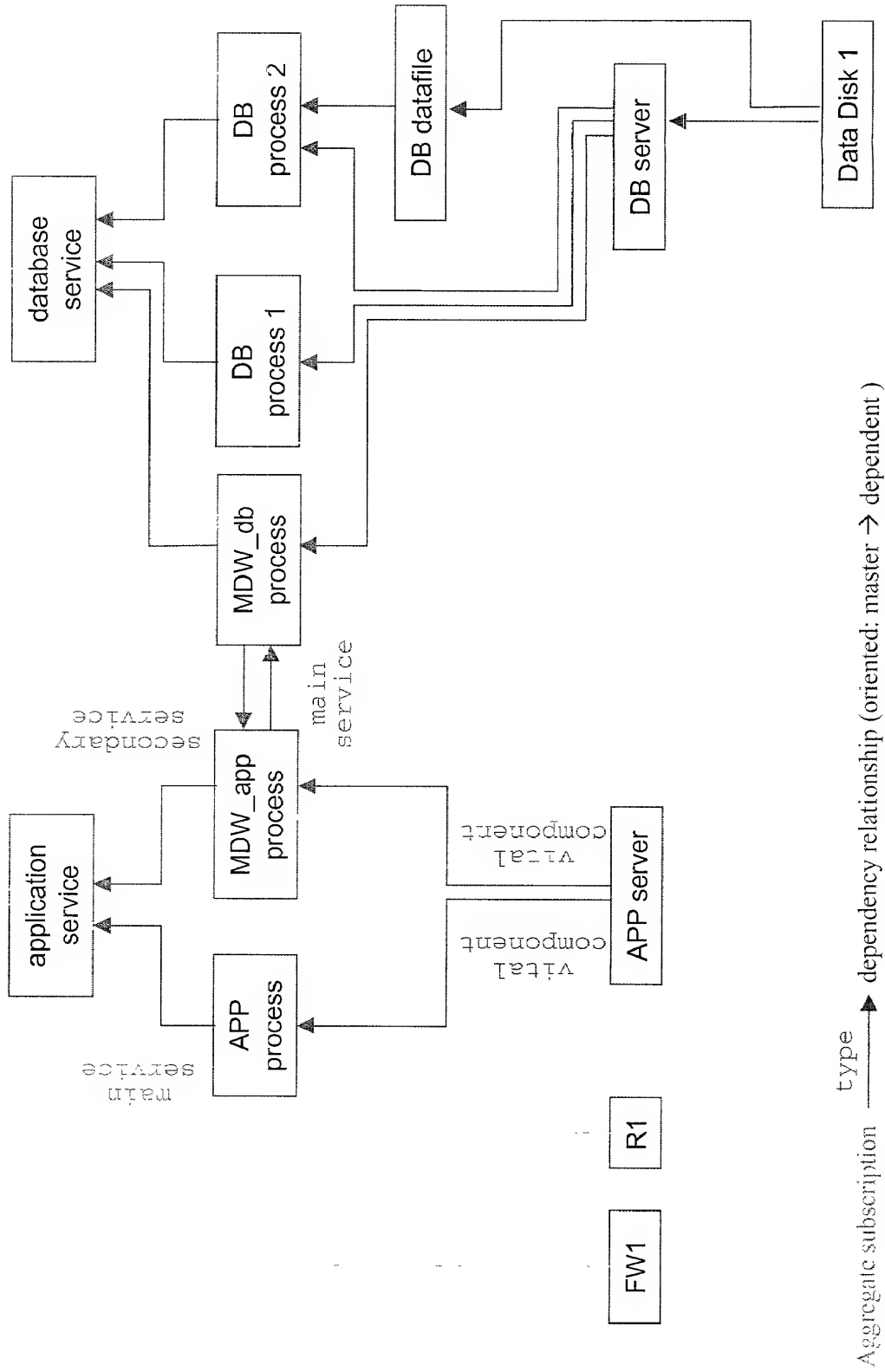


FIG. 23

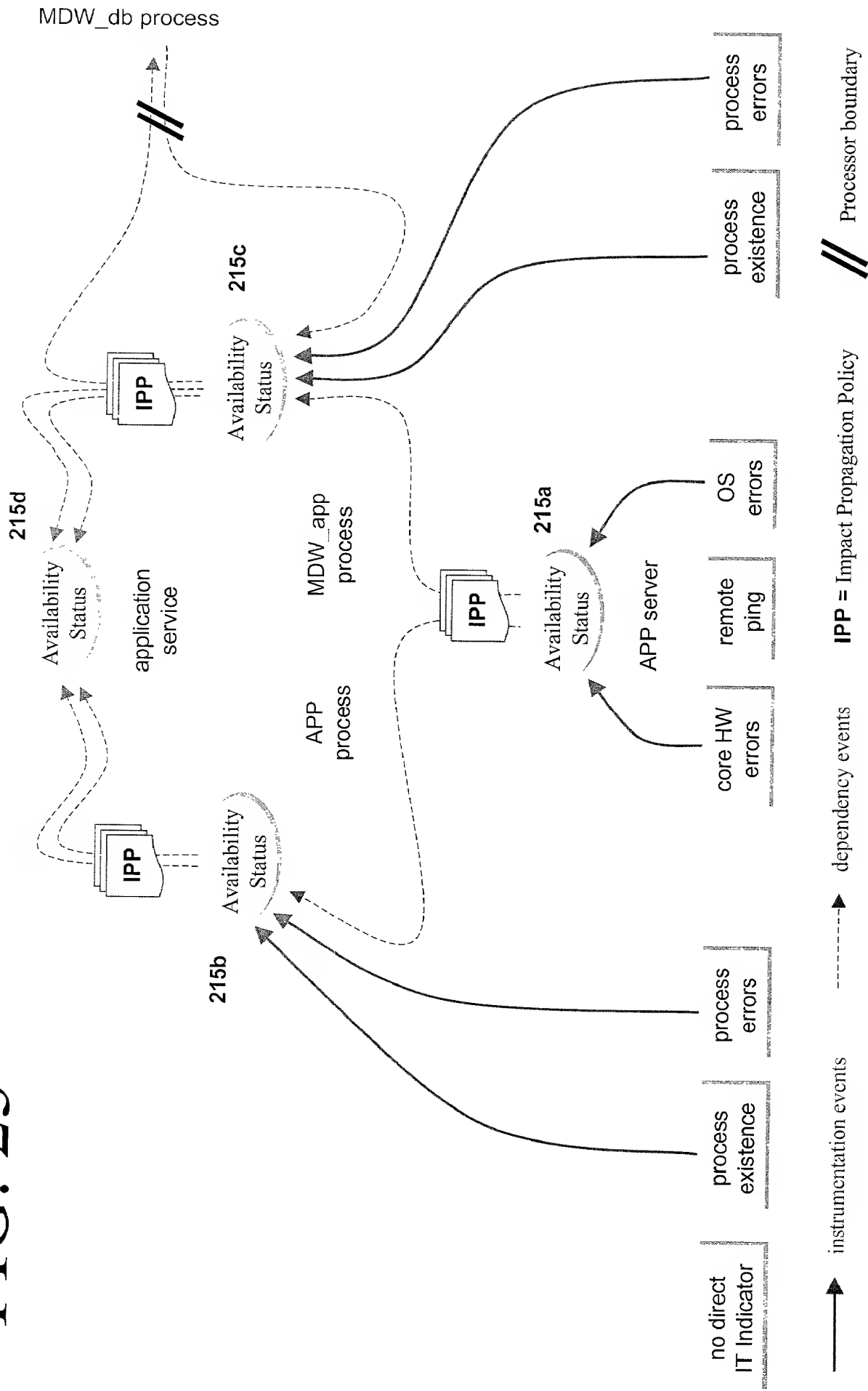


FIG. 24

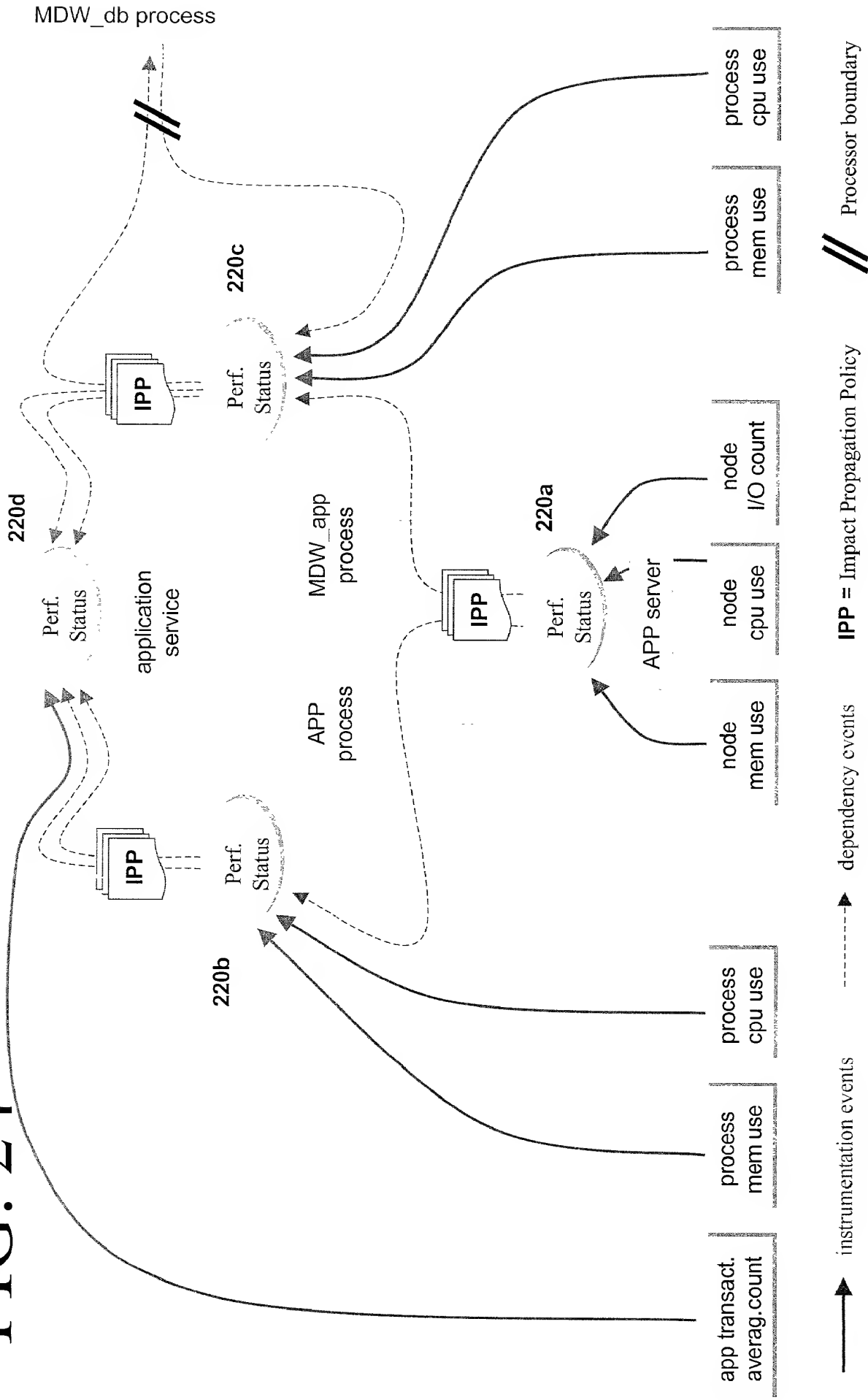


FIG. 25

Impact Propagation Policy 2 for ‘Vital component’ dependency type

Event Origin : instrumentation of the Master resource

Severity of a new bsi event generated for the Master resource	Severity of the resulting bsd event generated for each of the Dependent resources
UNKNOWN	n.a.
HARMLESS	n.a.
WARNING	n.a.
MINOR	n.a.
CRITICAL	MINOR
FATAL	FATAL

Event Origin : upstream dependency of the Master resource

Severity of a new bsd event generated for the Master resource	Severity of the resulting bsd event generated for each of the Dependent resources
UNKNOWN	n.a.
HARMLESS	n.a.
WARNING	n.a.
MINOR	MINOR
CRITICAL	MINOR
FATAL	FATAL

Impact Propagation Policy 6 for ‘Secondary service’ dependency type

Event Origin : instrumentation of the Master resource

Severity of a new bsi event generated for the Master resource	Severity of the resulting bsd event generated for each of the Dependent resources
UNKNOWN	n.a.
HARMLESS	n.a.
WARNING	n.a.
MINOR	n.a.
CRITICAL	n.a.
FATAL	WARNING

Event Origin : upstream dependency of the Master resource

Severity of a new bsd event generated for the Master resource	Severity of the resulting bsd event generated for each of the Dependent resources
UNKNOWN	n.a.
HARMLESS	n.a.
WARNING	n.a.
MINOR	n.a.
CRITICAL	WARNING
FATAL	WARNING

CONFIGURABLE

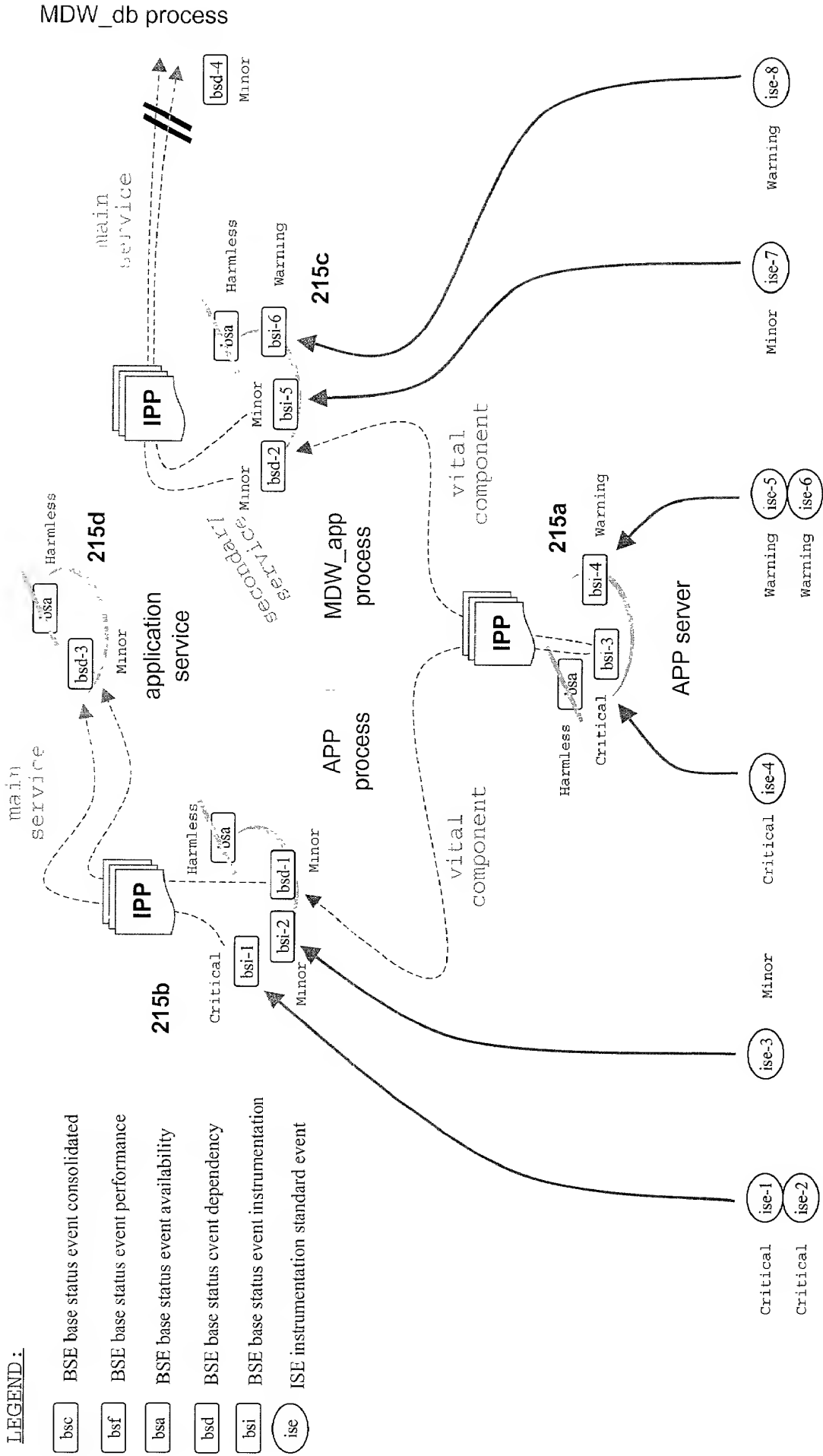


FIG. 26

SHOWING AVAILABILITY DISCIPLINE CONTEXT

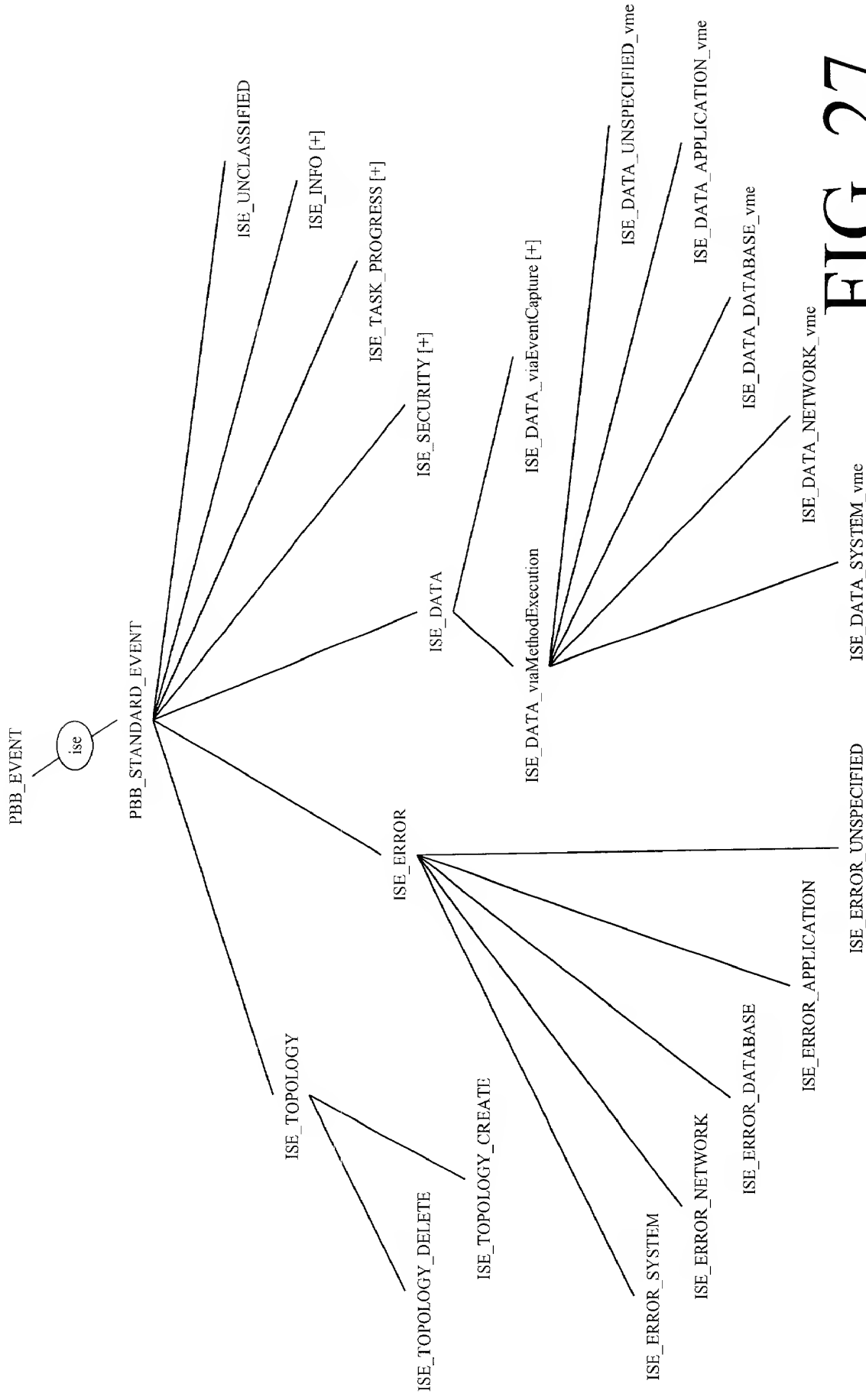
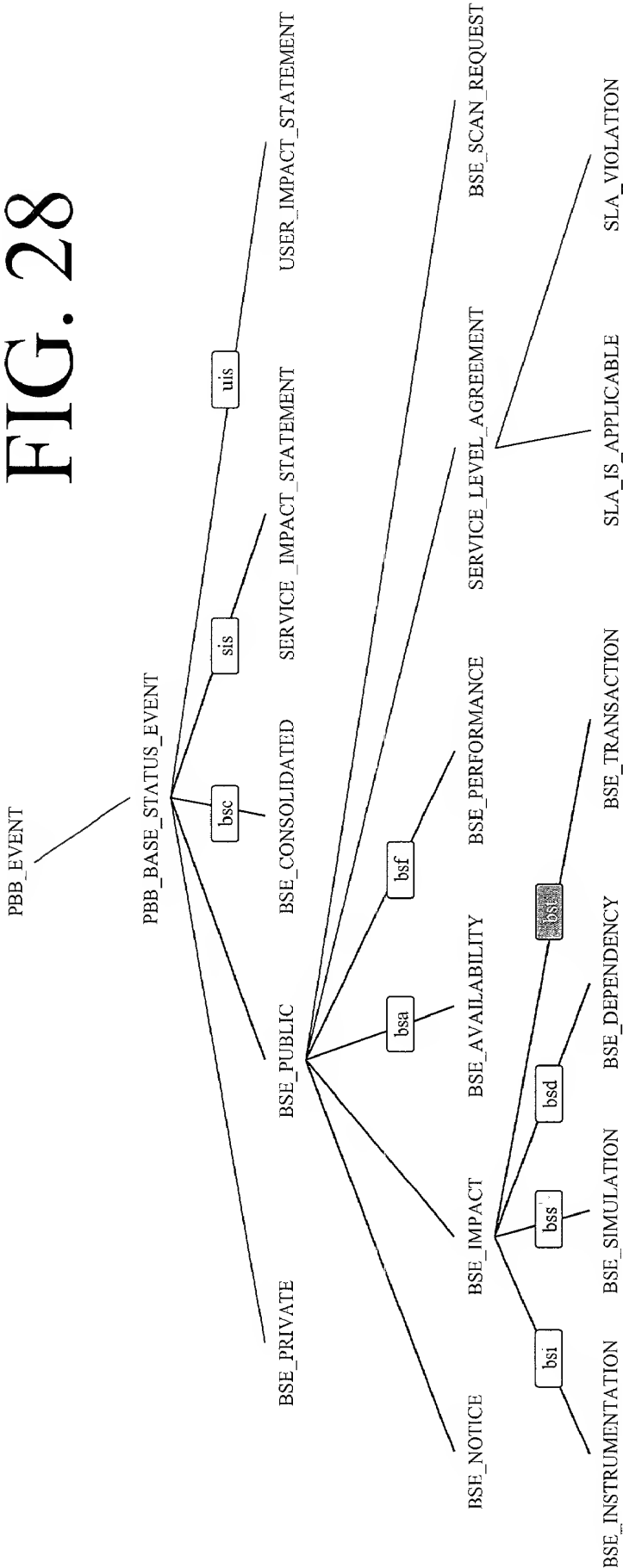


FIG. 27



Class / Severity	UNKN	HARM	WARN	MINOR	CRIT	FATAL
BSE_INSTRUMENTATION (bsi)			x	x	x	x
BSE_DEPENDENCY (bsd)			x	x	x	x
BSE_TRANSACTION (bst)	x		x	x	x	x
BSE_AVAILABILITY (bsa)		x				
BSE_PERFORMANCE (bsf)		x				
BSE_CONSOLIDATED (bsc)						

Authorized
Severity Values
for the BSE events:

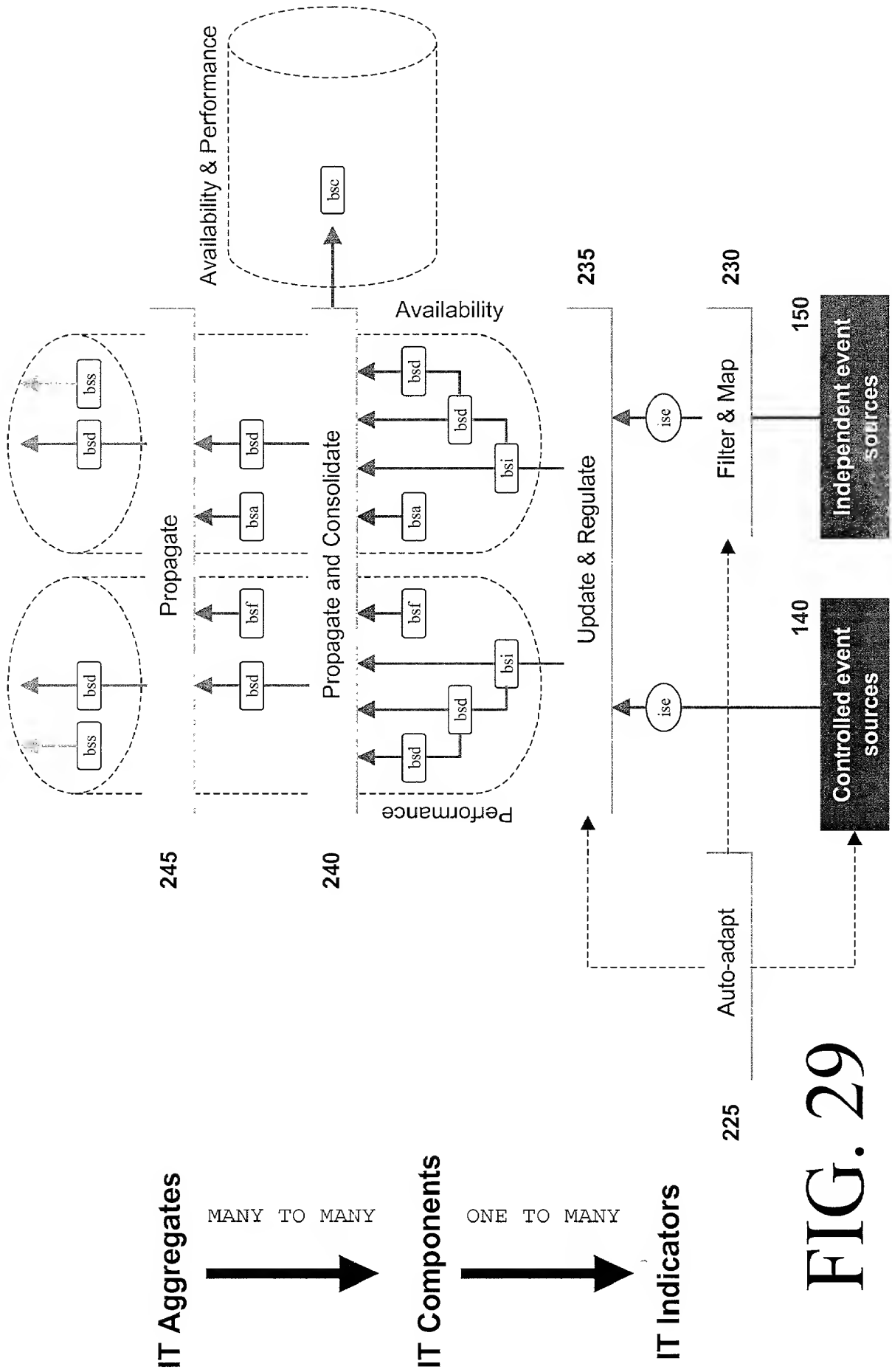


FIG. 29

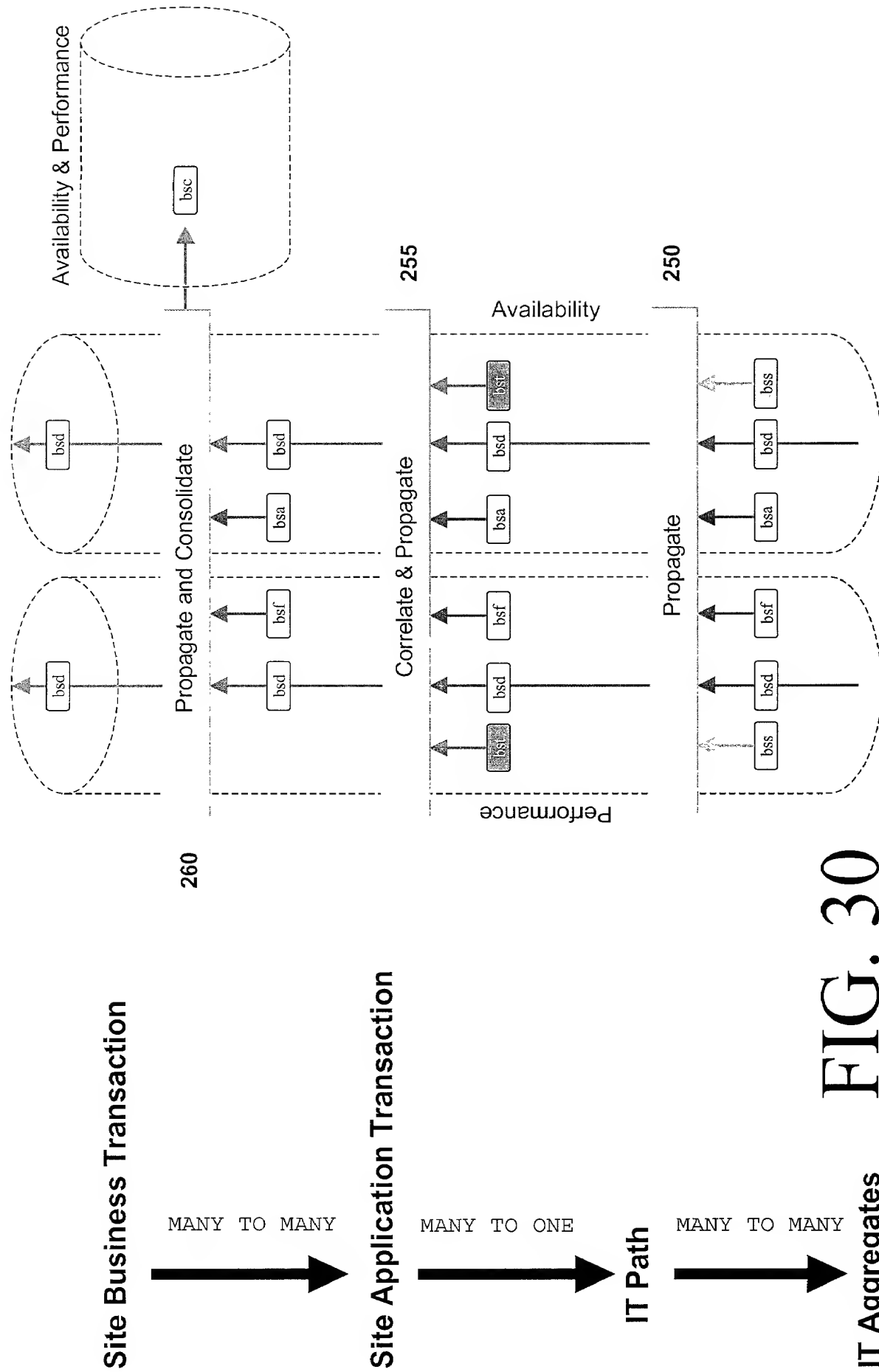
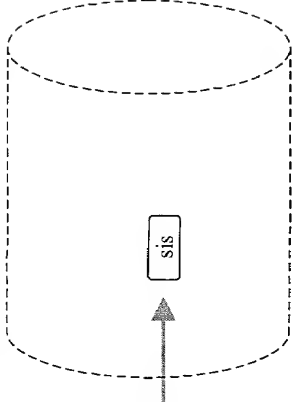
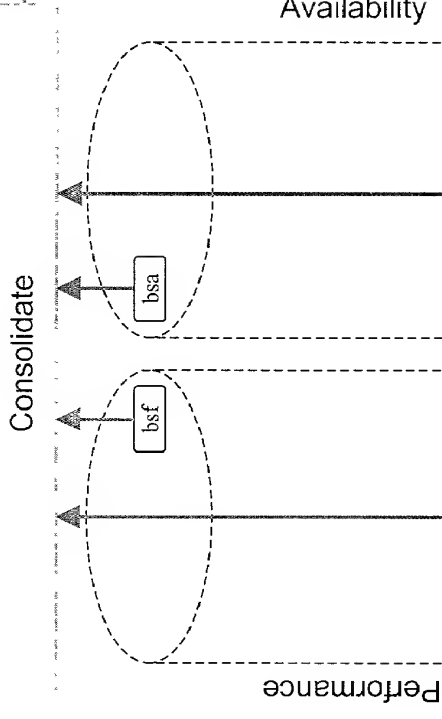


FIG. 31

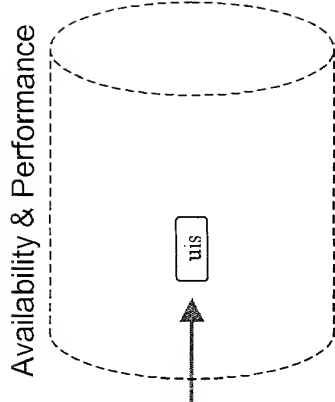
Availability & Performance



270



265



Availability & Performance

